

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

DISPATCHER II

DEFINITION:

Under general supervision, (1) to receive and evaluate requests for Police Service in the Police Department Communications Center; or (2) to receive and evaluate requests for Fire and emergency medical services; and to perform related work.

*** EXAMPLES OF DUTIES:**

(1) In the Police Department:

- On an assigned shift, receives incoming telephone calls and evaluates requests for Police services;
- Elicits essential incident information from callers (requiring knowledge of the basic elements of crimes) such as name, address, phone number, and a brief description of the incident;
- Following departmental procedures, in the case of suspected domestic violence, asks a series of questions to determine if there are injuries and the extent of injuries, whether the caller fears imminent harm, what the relationship is between the parties, any previous threatening physical or intimidating behavior, the extent of that behavior, and whether any prior acts of violence have been committed;
- Records information by typing on a computer keyboard into a dispatch format;
- Determines the priority and number of Police units required to answer the dispatch in accordance with department procedures;
- Acts on requests from field units via Mobile Data Terminals for warrant and field checks, previous criminal history, the latest changes in vehicle codes, dispatch of tow trucks or coroners, or other similar special requests;
- Answers routine inquiries and refers calls not requiring dispatches to appropriate departments and agencies;
- Completes standard Police Crime Reports on less serious crimes which do not require dispatches.

(2) In the Fire Department:

- On an assigned shift, receives incoming telephone calls and evaluates requests for fire and emergency medical services;
- Elicits essential incident information from callers;
- Records information and evaluates the priority of the request and refers serious or difficult fire incidents to supervisor for disposition;
- Evaluates urgency of medical requests and recommends emergency first aid procedures if needed;
- Determines appropriate unit and station to dispatch and subsequent area coverage from microfiche machine, fire unit availability status board, and City maps;
- Answers routine inquiries and refers calls not requiring dispatches to responsible departments and agencies;
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Satisfactory completion of the City's Police Telephone Complaint Dispatcher Phase Training Program; **OR** six months of experience receiving and dispatching requests for fire and emergency medical services by voice radio or intercom.

* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.